

Provider	Summary of Actions	Compliance with Governor's Request
Electric Cooperatives		
Electric Cooperatives of South Carolina	<p>The Electric Cooperatives of South Carolina have released the following statement:</p> <p>"We know the coronavirus outbreak may cause financial hardships. Some members may face reduced employment or unemployment. Some members are staying home, which makes 24-hour electric service even more vital.</p> <p>We have established policies to help members get through this difficult time. For example, we've suspended disconnections on accounts with past due amounts, as Gov. Henry McMaster requested of all electricity providers. But, as state officials have acknowledged, members still have an obligation to pay their bill eventually. So, we urge you to keep paying on time if possible. Don't let your bill grow. Late payment penalties, interest on overdue balances, and reconnect fees still apply."</p> <p>For more information, visit https://www.ecsc.org/content/novel-coronavirus-your-electric-bill-and-your-electric-cooperative</p>	<p>We know the coronavirus outbreak may cause financial hardships. Some members may face reduced employment or unemployment. Some members are staying home, which makes 24-hour electric service even more vital.</p> <p>We have established policies to help members get through this difficult time. For example, we've suspended disconnections on accounts with past due amounts, as Gov. Henry McMaster requested of all electricity providers. But, as state officials have acknowledged, members still have an obligation to pay their bill eventually. So, we urge you to keep paying on time if possible. Don't let your bill grow. Late payment penalties, interest on overdue balances, and reconnect fees still apply.</p>
Aiken Electric Cooperative	<p>Aiken Electric Cooperative will not disconnect essential utility services for non-payment during the State of Emergency. However, they strongly encourage members to continue to pay balances so they do not have an unmanageable bill with a potentially high balance when things return to normal.</p> <p>All lobbies remain closed, but members can make payments:</p> <ul style="list-style-type: none"> • at drive-thru window locations in Aiken, Edgefield, New Ellenton and North • via the automated payment system - call (803) 649-6245 • via the mobile app or online at aikenco-op.org • dropbox located by drive-thru • mail <p>Contact Member Services at (803) 649-6245 with any questions. For more information, visit http://www.aikenco-op.org/covid-19/.</p>	<p>Service disconnections for non-payment are suspended during the state of emergency. Aiken Electric is returning 4 million dollars in capital credits as soon as possible and they have identified a portion of deposits (approximately \$500,000) that they can refund in the weeks ahead.</p>
Berkeley Electric Cooperative	<p>Berkeley Electric Cooperative will not disconnect essential utility services for non-payment during the State of Emergency, including pre-paid accounts. They are urging members to stay current with their bill as long as possible to avoid building up a large balance that will have to be paid when services return to normal.</p> <p>There are several electronic options available to manage accounts:</p> <ul style="list-style-type: none"> • Smarthub app — a free download from the app store, it allows you to pay your bill from your phone, tablet or computer. You can also set reminders for payment dates and alerts for high usage. • Online bill pay at www.berkeleyelectric.coop • Kiosks — located in the drive-thru lane at the district offices in Moncks Corner, Goose Creek and Johns Island. A standalone kiosk is located inside the St. Stephen IGA • Automated phone payment line (877) 853-6731 • Electronic check • Bank draft • Other online bill pay service offered through some financial institutions <p>Berkeley Electric Cooperative is also refunding \$4.8 million in security deposits to more than 33,000 residential accounts to help its members. If Berkeley Electric is holding a deposit on your account, you will see the credit in SmartHub after it is applied to your account. A credit will be subtracted from your usage when you receive your next bill. No cash refunds will be issued.</p> <p>If you have any questions please contact you local district office: Awendaw (843) 884-7525, Goose Creek (843) 553-5020, Johns Island (843) 559-2458, Moncks Corner (843) 761-8200</p> <p>For more information, visit https://www.berkeleyelectric.coop/content/coronavirus-covid-19-response</p>	<p>Service disconnections for non-payment are suspended during the state of emergency.</p> <p>Berkeley Electric Cooperative is refunding \$4.8 million in security deposits to more than 33,000 residential accounts to help its members during the COVID-19 pandemic. If Berkeley Electric is holding a deposit on your account, you will see the credit in SmartHub after it is applied to your account in the coming days. A credit will be subtracted from your usage when you receive your next bill. No cash refunds will be issued.</p>
Black River Electric Cooperative	<p>Black River Electric Cooperative will not disconnect essential utility services for non-payment during the State of Emergency until April 15, 2020. They are urging members to continue to keep track of energy use on their website or mobile app and continue to pay balances.</p> <p>All lobbies for Black River Electric are closed, but drive-thru services and kiosks will remain open in both Sumter and Camden. Payments can also be made in the mobile app, by mail, or online at https://ebpp.blackriver.coop/.</p> <p>For more information, visit http://blackriver.coop/news/</p>	<p>Service disconnections for non-payment are suspended during the state of emergency until April 15, 2020.</p>
Blue Ridge Electric Cooperative	<p>Blue Ridge Electric Cooperative will not disconnect essential utility services for non-payment during the State of Emergency. They will continue to read meters and send bills. Members should pay what they can to avoid building up a large balance that will be harder to pay off later.</p> <p>All offices are closed to walk-in service. The drive-thru windows will remain open for monetary transactions. All service requests should be made through the customer service center by calling 1-800-240-3400.</p> <p>Additionally, their website provides many on-line options for service orders and payments. Members can find the website at blueridge.coop, and the account login is located on the home page. The Blue Ridge App is one more avenue for account information, payments, and a means to report a service outage. Service orders requiring face-to-face contact will be evaluated according to need.</p> <p>For more information, visit https://www.blueridge.coop/content/covid-19-message-our-members-and-our-communities</p>	<p>Service disconnections for non-payment are suspended during the state of emergency.</p>

Broad River Electric Cooperative	<p>Broad River Electric Cooperative will not disconnect essential utility services for non-payment during the State of Emergency. Late payment penalties and charges have been waived through April 30, at which time the Board of Trustees will re-evaluate the policy for Late Payment and Charges. For April, the Board of Trustees reduced the fuel cost adjustment from \$ 0.002/kWh to a credit of (\$ 0.001)/kWh – a savings of \$ 0.003/kWh. Members still have an obligation to pay their bill eventually. They are urging members to keep making timely payments and don't let bills increase.</p> <p>The drive-thru service and night deposit station can be used to conduct business, as well as other electronic options available to manage accounts:</p> <ul style="list-style-type: none"> • Smarthub app — a free download from the app store, it allows you to pay your bill from your phone, tablet or computer. You can also set reminders for payment dates and alerts for high usage. • Online bill pay at www.broadriverelectric.com • Automated phone payment line at (866) 687-2667 • Electronic check • Bank draft • Other online bill pay service offered through some financial institutions <p>Member Service Representatives are available by telephone at (866) 687-2667 should you have any questions. For more information, visit https://www.broadriverelectric.com/covid-19-update/</p>	<p>Service disconnections for non-payment are suspended during the state of emergency. Late charges waived until April 30, 2020.</p>
Coastal Electric Cooperative	<p>The lobby at Coastal Electric Cooperative remains closed until further notice. The drive-thru will remain open during regular working hours from 8 AM - 4:30 PM.</p> <p>Disconnects for regular and pre-pay customers will be curtailed until the state of emergency is lifted. This does not mean balances due will be forgiven. All balances must eventually be paid. Members are encouraged to keep their account(s) in good standing to avoid large balances and disconnection when the hold is removed at the end of the COVID-19 State of Emergency.</p> <p>Coastal offers some alternative payment options for members:</p> <ul style="list-style-type: none"> • SmartHub • TelePay • Payment Kiosk • Account Draft, which will always keep an account current and in good standing • Drive-thru lanes <p>If you have any questions, call (843) 538-5700.</p> <p>For more information, visit https://www.coastal.coop/covid19-update.</p>	<p>Service disconnections for non-payment are suspended during the state of emergency.</p>
Edisto Electric Cooperative	<p>Edisto Electric Cooperative will not disconnect essential utility services for non-payment during the State of Emergency. Lobbies remain closed to members. Please visit the drive-thru windows for service.</p> <p>Members can pay their bill:</p> <ul style="list-style-type: none"> • online at www.edistoelectric.com • via the free EEC Mobile App to conveniently monitor your account and pay your bill. • via automated phone system • via on-site payment kiosks, available outside each office. <p>For more information, visit http://edistoelectric.com/covid-19-your-co-op/.</p>	<p>Service disconnections for non-payment are suspended until further notice.</p>
Fairfield Electric Cooperative	<p>Fairfield Electric Cooperative (FEC) will not disconnect essential utility services for non-payment during the State of Emergency. Lobbies are closed at each office. FEC's drive-thru windows will remain open. FEC strongly encourages members to use its digital tools and various methods of electronic payments. To access and manage your account, go to the MyEnergy Online section of the website at www.fairfield.coop. The FEC Mobile app can be used on smart devices.</p> <p>For more information, visit https://fairfield.coop/.</p>	<p>Service disconnections for non-payment are suspended during the state of emergency.</p>
Horry Electric Cooperative	<p>Horry Electric Cooperative is continuing to hold all disconnects for regular and Advance Pay Accounts for April; there are no penalties or late fees being applied to accounts; the Wholesale Power Cost Adjustment has been reduced to zero this month and Horry Electric Cooperative will soon be distributing \$3 million in Capital Credits.</p> <p>For more information, visit https://horryelectric.blog/.</p>	<p>Service disconnections for non-payment are suspended during the state of emergency for both regular and pre-paid accounts.</p>
Laurens Electric Cooperative	<p>Laurens Electric Cooperative (LEC) will not disconnect essential utility services for non-payment during the State of Emergency. LEC has closed its offices to walk-in traffic.</p> <p>The drive-thru windows will remain open, as will the payment kiosks in Laurens and Mauldin. LEC encourages members to take advantage of business options that do not increase their exposure to illness:</p> <ul style="list-style-type: none"> • Contact LEC at 1-800-942-3141, or customercare@laurenselectric.com, or via the mobile app • Make payments by phone, in the app, or online at billing.laurenselectric.com • Manage accounts via the Member Portal at billing.laurenselectric.com or by using the free LECCConnect app <p>For more information, visit https://www.laurenselectric.com/.</p>	<p>Service disconnections for non-payment are suspended during the state of emergency. Closed all lobbies to walk-in business. Drive-thrus remain open. All delinquent late fees for accounts in cut-off status have been suspended. All due date related late fees have been suspended. All service less than 90 days fees have been suspended. All long term payment arrangement criteria have been relaxed in order to provide more time and assist members from falling too far behind. Call center has been opened on Saturdays to provide additional communication to members.</p>

Little River Electric Cooperative	<p>Little River Electric Cooperative (LREC) will not disconnect essential utility services for non-payment during the State of Emergency. Although LREC's lobby is closed at this time, members can still use the drive-thru window.</p> <p>Payment can also be made by phone at 800-459-2141 Option 1 or online at www.lreci.coop.</p> <p>Members can contact LREC at 1-800-459-2141 during normal business hours or email mail@lreci.coop. For more information, visit https://lreci.coop/.</p>	Service disconnections for non-payment are suspended until further notice.
Lynches River Electric Cooperative	<p>Lynches River Electric Cooperative will not disconnect essential utility services for non-payment during the State of Emergency. Please keep in mind that all balances - including late penalties - must be paid eventually. Lynches River Electric Cooperative strongly encourages members to keep up with payments as they are able so bills are manageable when things return to normal.</p> <p>The drive-thru will remain open.</p>	Service disconnections for non-payment are suspended until further notice.
Marlboro Electric Cooperative	<p>Marlboro Electric Cooperative (MEC) will not disconnect essential utility services for non-payment during the State of Emergency. MEC's lobby will be closed until further notice, but the drive-thru will remain open for business. Please remember that payments can also be made by phone: 1-800-922-9174 or online at www.marlborelectric.net.</p> <p>If you need to connect a new service, call (843) 479-3855 and a customer service representative will assist you.</p>	Service disconnections for non-payment are suspended during the state of emergency.
Mid-Carolina Electric Cooperative	<p>Mid-Carolina Electric Cooperative has suspended disconnections on accounts with past due amounts. Consumers are encouraged to continue to make payments through the following:</p> <ul style="list-style-type: none"> • Lexington and Dutch Fork office drive-thrus • SmartHub App • Website • Call (803) 749-6400 <p>Visit http://www.mcecoop.com/content/coronavirus-your-electric-bill-and-your-electric-cooperative for more information</p>	Service disconnections for non-payment are suspended until further notice.
Newberry Electric Cooperative	<p>Newberry Electric Cooperative has suspended disconnections for non-payment until April 30, 2020. Consumers can continue to make payments the following ways:</p> <ul style="list-style-type: none"> • Newberry office drive-thru • Newberry Connect App • Phone (803) 276-1121 option 2 <p>Visit https://www.nec.coop/content/were-here-you for more information.</p>	Service disconnections for non-payment are suspended during the state of emergency until April 30, 2020.
Palmetto Electric Cooperative	<p>Palmetto Electric Cooperative has suspended disconnections for non-payment on all accounts until at least April 17. Late fees on all accounts will be waived. Consumers can make payments the following ways:</p> <ul style="list-style-type: none"> • MyEnergy Online • MyEnergy Mobile App – manage your account from your phone or tablet • IVR phone number (automated phone payment at 1-866-445-5551) • Bank Draft/Auto Pay • Payments can be taken at the drive-thru or night drop box at each district office <p>Visit https://www.palmetto.coop/3-27-coronavirus-covid-19-update/ for more information.</p>	Service disconnections for non-payment are suspended during the state of emergency until April 18, 2020.
Pee Dee Electric Cooperative	<p>Pee Dee Electric Cooperative has suspended disconnections on accounts with past due amounts. They remind members to continue to pay bills to avoid excessive account balances, late fee penalties, and any additional fees. Members can pay by phone (843) 665-4070, online, and on the SmartHub app. The drive thru and kiosks will remain open in Darlington and Marion office. Check out https://www.pdec.com/news/defeating-covid-19-we-are-all-in-this-together for more information.</p>	Service disconnections for non-payment are suspended during the state of emergency until April 30, 2020.
Santee Electric Cooperative	<p>Santee Electric Cooperative Inc. has suspended disconnections as long as the state of emergency due to COVID-19 exists. All balances - including late penalties - must be paid once the state of emergency is lifted. Customers can pay their bill the following ways:</p> <ul style="list-style-type: none"> • Pay by phone (1-800-922-1604) • Kiosk available 24/7 at each office • Website (www.santee.org) • Smart Hub app <p>Check out http://www.santee.org/about-santee-electric/news-and-press/sec-covid-19-update.aspx?page=1</p>	Service disconnections for non-payment are suspended during the state of emergency.
Tri-County Electric Cooperative	<p>Tri-County Electric Cooperative has suspended all disconnections for non-payment until further notice. This suspension includes pre-paid accounts. They will be taking payments via telephone and drive-thru window. The number to call is (803) 874-1215. For more information go to: https://www.tri-countyelectric.net/ceo-coronavirus-covid-19-update.</p>	Service disconnections for non-payment are suspended during the state of emergency.
York Electric Cooperative	<p>York Electric Cooperative is postponing account disconnections for nonpayment until further notice to help during the COVID-19 pandemic. Customers are still responsible to pay for the electricity consumed. The drive-thru at York and Fort Mill offices are still available for business. Customers are encouraged to pay over the phone (803) 684-4248, member services portal, or the YEC Mobile App. Check out the York Electric Cooperative site for more information. https://www.yorkelectric.net/covid19/.</p>	Service disconnections for non-payment are suspended until further notice.